

Abstract of the Disclosure

5 An enterprise email management system is disclosed. The enterprise mail system is designed to handle large volumes of email quickly and efficiently, responding through enterprise email system users or automated means. The enterprise email system processes incoming email using a set of configurable rules that examine each message for a specific attribute state condition and invoke a configurable action when the attribute satisfies the condition. A number of actions may be invoked such as routing a message to a specific mail queue. The enterprise email system assigns a mail queue timer when a message is moved into a mail queue. Each mail queue has a different mail queue timeout value that specifies the maximum amount of time that a message may sit idle within a mail queue. The enterprise email system may automatically move a message from a mail queue into a mailbox of an enterprise email system user that subscribed to the mail queue. A mailbox timer then set for the message and the mailbox timer is compared with a mailbox timeout value that specifies the amount of time that message may sit idle within a mail queue. If the mail queue timer expires, the message is returned to the mail queue from where it came.. If the mail queue timer expires, then the message is routed to another mail queue or enterprise email user.

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